



General Assembly

Substitute Bill No. 5089

February Session, 2012

* ____HB05089GL____031412____ *

**AN ACT PROHIBITING TELEMARKETERS FROM TRANSMITTING
INACCURATE OR MISLEADING CALLER IDENTIFICATION
INFORMATION.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 42-288a of the general statutes is repealed and the
2 following is substituted in lieu thereof (*Effective October 1, 2012*):

3 (a) As used in this section:

4 (1) "Commissioner" means the Commissioner of Consumer
5 Protection;

6 (2) "Consumer" means any individual who is a resident of this state
7 and a prospective recipient of consumer goods or services;

8 (3) "Consumer goods or services" means any article or service that is
9 purchased, leased, exchanged or received primarily for personal,
10 family or household purposes, and includes, but is not limited to,
11 stocks, bonds, mutual funds, annuities and other financial products;

12 (4) "Department" means the Department of Consumer Protection;

13 (5) "Doing business in this state" means conducting telephonic sales
14 calls (A) from a location in this state, or (B) from a location outside of
15 this state to consumers residing in this state;

16 (6) "Marketing or sales solicitation" means the initiation of a
17 telephone call or message to encourage the purchase or rental of, or
18 investment in, property, goods or services, that is transmitted to any
19 consumer, but does not include a telephone call or message (A) to any
20 consumer with that consumer's prior express written or verbal
21 invitation or permission, (B) by a tax-exempt nonprofit organization,
22 or (C) to a consumer in response to a visit made by such consumer to
23 an establishment selling, leasing or exchanging consumer goods or
24 services at a fixed location;

25 (7) "Telephonic sales call" means a call made by a telephone solicitor
26 to a consumer for the purpose of (A) engaging in a marketing or sales
27 solicitation, (B) soliciting an extension of credit for consumer goods or
28 services, or (C) obtaining information that will or may be used for
29 marketing or sales solicitation or exchange of or extension of credit for
30 consumer goods or services;

31 (8) "Telephone solicitor" means any individual, association,
32 corporation, partnership, limited partnership, limited liability
33 company or other business entity, or a subsidiary or affiliate thereof,
34 doing business in this state that makes or causes to be made a
35 telephonic sales call;

36 (9) "Unsolicited telephonic sales call" means any telephonic sales call
37 other than a call made: (A) In response to an express written or verbal
38 request of the consumer called; (B) primarily in connection with an
39 existing debt or contract, payment or performance of which has not
40 been completed at the time of the call; or (C) to an existing customer,
41 unless such customer has stated to the telephone solicitor that such
42 customer no longer wishes to receive the telephonic sales calls of such
43 telephone solicitor; and

44 (10) "Caller identification service or device" means any telephone
45 service or device which permits a consumer to see the telephone
46 number of incoming calls.

47 (b) The department shall establish and maintain a "no sales

48 solicitation calls" listing of consumers who do not wish to receive
49 unsolicited telephonic sales calls. The department may contract with a
50 private vendor to establish and maintain such listing, provided (1) the
51 private vendor has maintained national "no sales solicitation calls"
52 listings for more than two years, and (2) the contract requires the
53 vendor to provide the "no sales solicitation calls" listing in a printed
54 hard copy format and in any other format offered at a cost that does
55 not exceed the production cost of the format offered. The department
56 shall provide notice to consumers of the establishment of a "no sales
57 solicitation calls" listing. Any consumer who wishes to be included on
58 such listing shall notify the department by calling a toll-free number
59 provided by the department, or in any other such manner and at such
60 times as the commissioner may prescribe. A consumer on such listing
61 shall be deleted from such listing upon the consumer's written request.
62 The department shall update such listing not less than quarterly and
63 shall make such listing available to telephone solicitors and other
64 persons upon request.

65 (c) No telephone solicitor may make or cause to be made any
66 unsolicited telephonic sales call to any consumer (1) if the consumer's
67 name and telephone number or numbers appear on the then current
68 quarterly "no sales solicitation calls" listing made available by the
69 department under subsection (b) of this section, unless (A) such call
70 was made by a telephone solicitor that first began doing business in
71 this state on or after January 1, 2000, (B) a period of less than one year
72 has passed since such telephone solicitor first began doing business in
73 this state, and (C) the consumer to whom such call was made had not
74 on a previous occasion stated to such telephone solicitor that such
75 consumer no longer wishes to receive the telephonic sales calls of such
76 telephone solicitor, (2) to be received between the hours of nine o'clock
77 p.m. and nine o'clock a.m., local time, at the consumer's location, (3) in
78 the form of electronically transmitted facsimiles, or (4) by use of a
79 recorded message device.

80 (d) No telephone solicitor shall intentionally cause to be installed or
81 shall intentionally use any blocking device or service to circumvent a

82 consumer's use of a caller identification service or device. No
83 telephone solicitor shall intentionally transmit inaccurate or
84 misleading caller identification information.

85 (e) (1) Any person who obtains the name, residential address or
86 telephone number of any consumer from published telephone
87 directories or from any other source and republishes or compiles such
88 information, electronically or otherwise, and sells or offers to sell such
89 publication or compilation to telephone solicitors for marketing or
90 sales solicitation purposes, shall exclude from any such publication or
91 compilation, and from the database used to prepare such publication
92 or compilation, the name, address and telephone number or numbers
93 of any consumer if the consumer's name and telephone number or
94 numbers appear in the then current quarterly "no sales solicitation
95 calls" listing made available by the department under subsection (b) of
96 this section.

97 (2) This subsection does not apply to (A) any telephone company, as
98 defined in section 16-1, for the sole purpose of compiling, publishing
99 or distributing telephone directories or causing the compilation,
100 publication or distribution of telephone directories or providing
101 directory assistance, and (B) any person, for the sole purpose of
102 compiling, publishing or distributing telephone directories for such
103 telephone company pursuant to an agreement or other arrangement
104 with such telephone company.

105 (f) The commissioner may adopt regulations, pursuant to chapter
106 54, to carry out the provisions of this section. Such regulations may
107 include, but shall not be limited to, provisions governing the
108 availability and distribution of the listing established under subsection
109 (b) of this section and notice requirements for consumers wishing to be
110 included on the listing established under subsection (b) of this section.

111 (g) A violation of any of the provisions of this section shall be
112 deemed an unfair or deceptive trade practice under subsection (a) of
113 section 42-110b, except no telephone solicitor may be liable under this

114 section for a call made in violation of subdivision (1) of subsection (c)
115 of this section if such telephone solicitor demonstrates that: (1) Such
116 telephone solicitor established and implemented written procedures
117 and trained its employees to follow such procedures to comply with
118 subdivision (1) of subsection (c) of this section; (2) such telephone
119 solicitor deleted from its call list any listing of a consumer on the then
120 current quarterly "no sales solicitation calls" listing maintained
121 pursuant to subsection (b) of this section; and (3) such call was made
122 inadvertently.

123 (h) In addition to any penalty imposed under chapter 735a, any
124 telephone solicitor, who is liable under the provisions of subsection (g)
125 of this section, shall be fined not more than eleven thousand dollars for
126 each violation.

This act shall take effect as follows and shall amend the following sections:		
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Section 1	October 1, 2012	42-288a
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GL *Joint Favorable Subst.*